



# COMMISSION COMMENTS

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## What is job analysis?

Civil Service currently has several large testing projects in progress. Most of the examinations administered by our office are developed in-house. There are many steps to the process, beginning with the job analysis. Before a test is developed, we must conduct research to learn more about the position. This is critical to the test because we **MUST** focus on the knowledge, skills and abilities needed in the position. By creating this type of test, success on the test will predict success on the job.

During the job analysis, Civil Service staff members make visits to the individuals in the targeted positions. After all, the best way to obtain information about a position is from people who do it everyday! Many times we begin the process by asking the individuals to complete a survey. Each survey is specific to the classification. The survey includes a

listing of tasks that are performed in the classification. The survey may also include tasks that are not necessary on the job. This may seem confusing, however, this method is used to verify information that is not necessary for the position and therefore should not be tested. We ask a variety of questions to be sure we have an understanding of the position. We greatly appreciate your assistance in providing us with information; it is the basis for the examination, which helps us provide quality candidates for future openings in your classification. Currently we are targeting the following classifications:

Police Officer, Fire Lieutenant, Fire Captain, Fire Battalion Chief, Fire Deputy Chief, Fire Assistant Chief and the classifications included in the Crew Leader and First Line Supervisor Group Tests.

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## Uniformed testing update

Uniformed personnel in the Divisions of Police and Fire who are interested in promotional opportunities must successfully complete a rigorous testing process. The next promotional examinations (Police Lieutenant and Police Commander) are scheduled for spring/summer of this year. These in-depth examination consist of four phases: closed-book multiple-choice, open-book

multiple-choice, written work sample and an oral exam.

The closed and open book multiple-choice phases test knowledge areas that are found to be important to the job being tested. The multiple-choice items are written from Division sources used on the job as well as non-division sources

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### **IMPORTANT NOTICE:**

**Effective March 1, 2004, the Applicant & Employee Services Counter is**

**closed on Tuesdays and Fridays.**

**The new operating hours are:**

**Monday, Wednesday, and Thursday:**

**9:00 a.m.—4:00 p.m.**

## Uniformed testing update

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that relate to the job. Because the source material must be known in detail, individuals studying for these exams may study thousands of pages in preparation for these two phases of the examination.

During the written work sample phase of the examination process, individuals may be required to complete samples of a work product that is typically expected of personnel in the rank being tested. This may include the completion and/or review of forms and reports and incidents for which individuals in the job are normally responsible.

The final phase in the examination process is the oral exam. Typically oral exams consist of two exercises, which may be in the form of structured interviews and/

or role-play exercises. In both types, participants are presented with scenarios containing some type of job related issue that must be addressed. In structured interviews, examination participants must answer questions concerning the resolution of the issue. In role-play exercises, participants interact with role-players and work to resolve the issue presented.

Assessors for the oral exam are brought in from all over the country to assess exam participants' oral communication, interpersonal relations, judgment and problem resolution, and decisiveness and initiative skills.

This examination process is designed to help select the most knowledgeable and competent leaders within the Divisions of Police and Fire.

## Summer employment opportunities



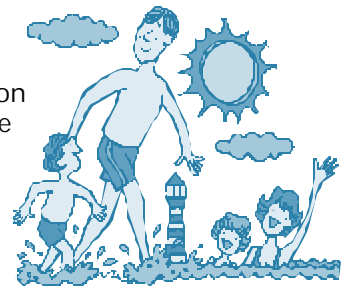
The summer season is fast approaching and the pools will be opening soon. Each year the Recreation and Parks Department hires Lifeguards, Recreation and Park Aides, Recreation Instructors, and Recreation Playground Leaders for their summer programs.

You can get an Applicant Response Form at the Civil Service Commission office at 50 West Gay Street, 6th floor, online at [www.csc.columbus.gov](http://www.csc.columbus.gov), or at the Recreation and Parks Department 420 West Whittier Street. The response form must be returned to

the Recreation and Parks Department by the closing date listed on the form in order to be considered for any vacant positions.

To be a Lifeguard you must have the following certificates: Lifeguarding, First Aid and CPR. Contact the American Red Cross at (614) 253-2740 for dates and locations of the classes. All pools will open on Sunday, June 13th and close on Sunday, August 15th.

Have a fun and safe summer!



## Clerical consolidation project update

The Commission has been working on a project to consolidate some of the job classes in the Administrative Support job family. Several new classifications were approved by the Civil Service Commissioners at the December 2003 meeting.

The next step of the project, currently underway, is to review each position in the affected classes in order to determine which of the new classifications is most appropriate for each job. Beginning in April, the project team has been out in the City agencies conducting interviews with employees to discuss the duties of their positions.

If your job classification is one of those being reviewed, you will be contacted within the next few months to schedule an interview. Your participation is very important. After all, no one knows what you do better than you.

Consolidating the administrative support classes into a smaller number will allow employees to have an identifiable career path for future growth and will have many other benefits.

## Meet Commission employee Cricket Davis

Cricket Davis has been employed by the City of Columbus for nearly 14 years. She started with the Division of Water where she worked with billing as well as greeting the public.

Cricket came to the Civil Service Commission in 1991 and is currently an Administrative Secretary. In this position, she is responsible for handling the classification specifications (job class descriptions), maintaining classification history files, tracking data for the Commission's performance standards and annual report, and the many other duties involved in working for the Executive Assistant



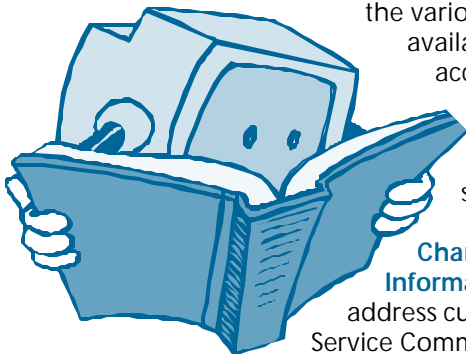
to the Director. Cricket will also be serving as a member of Mayor Coleman's Veterans Committee.

Born in Dallas, Texas, Cricket grew up in Tulsa, Oklahoma and has lived in Ohio since 1970. She is a veteran who served in the Air Force as a physical therapist. She also attended Northeast State University in Tahlequah, Oklahoma. Cricket states that she also enjoyed working hard for a living employed as a laborer in new home construction. The proud parent of 5 children, Cricket has 7 grandchildren with another one on the way.

## Web highlights

In addition to accepting online applications effective January 2004, the Civil Service Commission website offers a wealth of information for City employees, applicants, and members of the public. In each issue of Commission Comments, we will highlight a particular section of our website, and we encourage everyone to visit us at [www.csc.columbus.gov](http://www.csc.columbus.gov) to explore the site at your leisure. In this particular issue, our highlight is on

the various public forms available on our site; to access the forms, click **Public Forms** from the menu on the left side of the screen.



**Change of Personal Information** - keep your address current with the Civil Service Commission; if you have

an application pending, a job class interest form on file, or are an entry-level police or fire applicant, be sure to notify us of any change of address. You may file a change of address with us two ways: 1) Online – click **"Change of Personal Information – Address Change Form"** at the top of the page. 2) If you prefer to print the form and mail it or drop it off at our offices, choose **"Change of Personal Information"** from the forms listed on this page. Current City employees: please note that this change does not affect your address in the payroll system – that update must be done through your department payroll office.

**Job Interest Form** – if you are interested in one or more particular City jobs, but we aren't currently accepting applications for those positions, you can complete a Job Interest Form online, or print the form from our website and mail or drop it off at our offices. Your information will be kept in our database and if a job you are interested in becomes vacant or open for testing, we will mail an application to your home. Job interest data is only valid for 6 months however, so be sure to update your job interest information at least every 6 months.

In addition to the online forms mentioned above, our website also contains many commonly requested forms that can be downloaded in Adobe Acrobat, printed and mailed or dropped off at our offices. Just a few of those forms are:

- Applicant Response Form
- Application Clarification
- Background Removal Standards – Firefighter
- Background Removal Standards - Police Officer
- Notice of Appeal
- Request For Public Records
- Request for Reinstatement to Eligible List.
- Request for Reinstatement to Selection Process
- Request for Review
- Request for Transfer
- Retest Policy
- Veteran's Service Certification

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**"One today is worth two tomorrows." - Benjamin Franklin**

## What happens after I take a civil service test?

Once you have taken an exam, you will be notified of the test results by mail. Most of the Commission's open competitive exams use the *grade banding* or *score banding* method. Grade banding is a method of grouping scores within a band. Currently, the most commonly used method of banding is the 10-point fixed band method.

### 10-Point Band Breakdown:

A score of 90 or greater = 90 band  
A score of 80 through 89 = 80 band  
A score of 70 through 79 = 70 band

Individuals who pass the exam will be placed in band order on an [eligible list](#). The eligible list will be used to provide hiring departments with names of candidates so that they can fill vacancies. Your name will remain on the eligible list for two years unless the list is replaced.

## Online application update

The Commission began accepting applications for civil service tests through our website in January 2004. During the first quarter of this year, we have received over 920 online applications. This accounts for 72% of the 1,270 applications processed by the Commission during this time frame.

Job interest forms may also be submitted online. This form allows you to receive notification by mail of vacancies and upcoming exams for jobs that you've checked on the form. First quarter statistics show that

Candidates are considered according to their grade band. Those within the highest score band are considered for a vacancy first.

If a city agency wants to fill a vacancy and your name is in the highest group of scores being considered, you will receive a Notice of Certification from the Civil Service Commission office. Since other candidates may be notified as well, you may want to send a cover letter and resume to the hiring agency that is listed on the notice to provide more information about your experience, education and/or training.

If you are selected for consideration for the position, you will be contacted by the City division having the opening and informed of the next steps in the hiring process. Remember that the eligible list will be used for hiring for two years; it is very important that you update your address and phone number with the Commission if you move during that two year period.

the Commission received over 2,100 job interest forms during January through March. The majority of these forms, 83%, were submitted online.

Remember that you do not need to own a computer to use these services on our website. You just need to visit your local library or anywhere else that you can access the internet. Visit our website today at [www.csc.columbus.gov](http://www.csc.columbus.gov) to see what jobs are currently open or to fill out a job interest form.